

IMPORTANT NOTICE

Dental Benefit Changes Effective January 8, 2012

December 8, 2011

Dear Keystone Mercy Health Plan Dentist,

As of January 8, 2012, Keystone Mercy members age 21 and over will have a change in their Dental Benefits. These changes do not apply if the member is under the age of 21. Members over 21 years of age residing in long term or intermediate care facilities are also exempt from these benefit limitations.

What are the changes?

Keystone Mercy adult dental benefits continue to include:

- 1 dental exam and 1 cleaning per provider every 180 days
- re-cementing of crowns

Keystone Mercy adult dental benefits will also include:

- Pulpotomies to provide symptomatic relief of dental pain
- Dentures: One removable prosthesis per member, per arch, regardless of type (full/partial) per lifetime
 - If the member received a partial or full upper denture since March 1, 2004, he/she may be able to get another partial or full upper denture. Additional dentures will require a benefit limit exception.
 - If the member received a partial or full lower denture since March 1, 2004, he/she may be able to get another partial or full lower denture. Additional dentures will require a benefit limit exception.

Adult Members may be eligible to receive the following services when prior approved through the benefit limitation exception process. Information on the benefit limit exception process will be provided under separate cover.

- Crowns and related services
- Root canals and other endodontic services
- Periodontal services
- Additional cleanings and exams

Please contact Provider Services at 877-408-0878 if you have questions about these benefit changes. Thank you for your participation in the Keystone Mercy Dental Network, and your continued commitment to our members.

Sincerely,



Larry Paul, DDS
Dental Director

Keystone Mercy Dental Benefit Changes Effective January 8, 2012 Frequently Asked Questions

1. Why is Keystone Mercy making these changes to adult dental benefits?

These changes are caused by changes in State Law and authorized by 62 P.S. § 443.6, as amended by Act 2011-22. The Pennsylvania Medical Assistance program made changes to the adult dental benefit effective September 30, 2011. Keystone Mercy is aligning our dental benefit with the Pennsylvania Medical Assistance program.

2. Do these changes affect children under age 21?

No, these changes do not affect children under age 21. Dental benefits for Keystone Mercy members under age 21 will remain the same.

3. Who is affected by these changes?

Adults members age 21 and over will have a change in dental benefits beginning January 8, 2012. There are exceptions. Members who live in a long term or intermediate care facility are not affected.

4. What end date will be given to new authorizations for services requested from now until January 7, 2012?

New authorizations approved before January 7, 2012 will be approved for the standard 180 day authorization period.

5. Will existing authorizations be effected?

All existing authorizations will remain in place through the duration of the previously approved authorization period. Please contact Provider Services at 877-408-0878 for questions regarding a specific authorization.

6. Can crowns, dentures, endodontic and periodontal treatments that were started before January 7, 2012 be completed after January 8, 2012?

Endodontic and periodontal services that were previously approved through the Keystone Mercy's prior authorization process must be completed by the end of the authorization period, provided that the recipient remains eligible for MA dental benefits.

Dentures and crowns that were previously approved through the Keystone Mercy's prior authorization must be completed by the end of the authorization period, provided that the recipient remains eligible for MA dental benefits.

Please contact Provider Services at 877-408-0878 with questions regarding a specific authorization.

7. When is a benefit limit exception granted?

Keystone Mercy can grant a benefit limit exception if:

- Member has a serious chronic systemic illness or other serious health condition and denial of the exception will jeopardize the life of the member; or
- Member has a serious chronic systemic illness or other serious health condition and denial of the exception will result in the rapid, serious deterioration of the health of the member; or

- Granting a specific exception is a cost effective alternative for Keystone Mercy; or
- Granting an exception is necessary in order to comply with federal law.

8. How do I request a benefit limit exception on behalf of a member?

Through the Benefit Limitation Exception Process

You can request a benefit limitation exception before the services start or after they are finished. You can ask for an exception up to 60 days after the dental services are finished.

Note: If the benefit limit exception is requested before the dental service begins, you will get an answer, or will be asked to provide additional information within 2 business days of receipt of the request. If additional information is needed, Keystone Mercy will approve or deny the exception request within 2 business days after receiving the additional information. If the benefit limit exception is requested after the dental service is finished, you will get an answer within 30 days. Urgent requests for services not yet started will be responded to within 48 hours.

You must send the attached Benefit Limit Exception Request Form by mail to:

Keystone Mercy Health Plan –Authorizations
P.O. Box 2083
Milwaukee, WI 53201

Include the following information:

- Member's name, address and ID number
- The dental service that is needed
- The reason the exception is needed
- Dentist's name and phone number

9. What if the benefit limit exception request is denied?

If the request for a benefit limit exception is denied, you and the member will get a written notice of the decision. The denial letter will have detailed instructions on how to appeal the denial.